

# HUMAN RESOURCES ASSOCIATE

**GRADE: 16**

**FLSA: EXEMPT**

## **CHARACTERISTICS OF CLASS:**

The Human Resources Associate performs intermediate paraprofessional and administrative work in support of one or more core human resources programs for the City. Core human resources programs include the following: classification and compensation, recruitment and staffing, training and performance management, labor/employee relations, benefits, and diversity and equal employment opportunity management. The employee in this class works proactively with contacts within and outside the department and City to explain specialized aspects of the processes associated with human resources programs. There may be occasional contact with high-level officials. Most of the work requires light physical demands and occurs under good conditions, usually within an office setting or indoors. There is some stress encountered in supporting human resources processes that are time-sensitive. The work is carried out within established, standardized processes and procedures with supervisory review of results. The employee provides paraprofessional support to others to facilitate human resources actions and services.

## **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team. Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

An employee in this class performs a variety of standard paraprofessional assignments within one or more of the following core human resources programs and services.

### **Employment, Staffing, and Employee Recognition Programs:**

- Maintains electronic personnel records of City employees; processes a variety of personnel actions initiated in the Office of Human Resources or generated by City departments (e.g., new hires, within-grade-appointments, promotions, resignations, etc.); ensures that all personnel actions are recorded and processed in a timely manner; transmits compensation and pay actions to the Payroll Office as appropriate.
- Provides assistance in the conduct of selected routine recruitments (e.g., temporary clerical). Following clearly defined guidelines and procedures, places job postings, evaluates applicants against well-defined minimum qualifications; serves on interview panels; proctors standardized examinations; constructs eligible lists; checks references, and coordinates background checks.
- Assists with new employee orientation; assembles orientation materials, attends orientation and assists new employees in filling out forms, collects completed forms, and establishes employee personnel files and inputs data, and/or transmits forms and other data for further processing, as necessary.
- Prepares routine and one-of-a-kind correspondence on a variety of personnel issues.
- As directed, assists with verification, processing, and recording of documentation and actions related to the employee recognition programs (e.g. High Performance Organization awards program, length of service recognition).
- As assigned, queries automated records system, obtains and organizes data, and prepares reports summarizing results and findings.

### **Benefits:**

- Responds to inquiries from employees and retirees concerning standard, basic benefits information and services.
- Provides standard forms and assists in processing actions related to the City's benefits and services program (i.e., Dental, Health Care, COBRA, Retirement, Retirement Planning, Pension, Life Insurance, EAP, On and Off the Job Injury and Illness, Family and Medical Leave, etc.).
- Assists with the dissemination, collection, and/or recording of documentation related to specific benefit events such as open enrollment.
- Provides assistance to employees and retirees in accessing and navigating 'on-line' self-serve business transaction processes.

### **Performance, Learning, and Development:**

- Provides administrative and technical support to the City's automated performance and evaluation system.
- Provides guidance to managers and supervisors regarding the PPA process and system, e.g., deadlines for submissions, how to navigate through the system, etc.

- Monitors timely submission of departmental performance plans; initiates notifications and reminders, as necessary; and accesses performance-related data to develop reports and data summaries.
- Assists in the compilation of training materials; set-up of classrooms; and monitoring of training sessions.

### **Classification & Compensation:**

- Assists in the collection, formatting, and recording of data related to the City's classification and compensation functions.
- Assists in the collection and review of salary survey information; conducts limited analysis of compensation data.
- As directed, maintains the class plans list and updates specialized information in class specifications.

### **Labor/Employee Relations:**

- Responds to routine inquiries regarding grievance procedures and processes in areas that are well-defined in Union contracts, Personnel Policies and Procedures, and other administrative procedures.
- As directed, participates in the collection, documentation, and/or distribution of information related to adverse actions and grievances; records and transmits documentation in a timely manner.

### **Health and Wellness:**

- Assists with wellness events as necessary, e.g. health fair, flu shots, etc.
- Provides administrative and technical support to the wellness program's health risk assessment and tracking system.

### **Safety and Risk Management:**

- Provides support in responding to internal and external inquiries regarding injury, damages, or loss involving City property, assets, or activities and aids in creating a First Report of Loss for submission.
- Provides support in maintaining City drug and background test administration.

### **QUALIFICATIONS:**

#### **Education:**

Associate's degree in business or completion of two years of college in a field related to human resources administration.

#### **Experience:**

Two years of paraprofessional experience supporting one or more core human resource functions.

**Equivalency:**

A Bachelor's Degree is an acceptable equivalent for the two years of specialized human resources support experience.

**Preferred Knowledge, Skills, and Abilities:**

- General knowledge of human resources practices and processes in one or more human resources specializations.
- Knowledge of (or ability to rapidly acquire knowledge of) the City's regulations, and requirements, particularly those governing the human resources specialization(s) to which assigned.
- General knowledge of automated data management systems and/or web-based business transaction systems, particularly those related to human resources functional areas.
- Ability to assemble data and reports using available electronic and data management tools.
- Ability to handle confidential information with discretion.
- Ability to interpret and explain processes and procedures appropriate to one or more human resources specializations.
- Ability to establish and maintain effective working relationships with internal and external customers and to communicate clearly and effectively in a variety of mediums to various audiences.